



## Merchant Management System Manual

# ¿What is the Merchant Management System?

**MMS** is SafetyPay's web platform designed to provide merchants an easy, intuitive way of accessing account profile information, transaction reports, initiate refunds and manage their account.

safety▶pay

## Manage your account

User Name:  \*

Password:  \*

Log In



# ¿What can be done through the MMS?

The MMS has the following Menu options :

## 1.- Operations

- 1.1- Account Activity
- 1.2- Operations
- 1.3- Reports

## 3.- Profiles

- 3.1- General Information
- 3.2- Bank Accounts
- 3.3- Notifications
- 3.4- Credentials
- 3.5- Branding



## 2.- Services

- 2.1- Refunds

## 4.- Settings

- 4.1- Users
- 4.2- Change Password

# 1.- Operations

## 1.1- Account Activity

Status:  **1** Transaction ID:  **3** Reservation Number:

Period:  **2** Operation ID:  Order No:

\*Merchant's Local Time (GMT -5)

Reference No	Trans ID	Country	Currency	Amount	Date *	Expiration Time	Order No	Reservation Number	Status	Channel
0117087902284684	902284		BRL	100.00	03/28/2017 2:39:46 PM	03/28/2017 4:39:24 PM		43434	Purchase Pending	Online
0117087899758558	899758	Mexico	MXN	1.00	03/28/2017 1:26:29 PM	03/29/2017 1:26:33 PM		RFC1234	Purchase Pending	Online
0117087898707307	898707	Brazil	BRL	100.00	03/28/2017 12:59:12 PM	03/29/2017 12:59:03 AM		32434	Purchase Pending	Cash
0117087895580380	895580		CLP	1200.00	03/28/2017 12:38:38 PM	03/28/2017 12:38:31 PM		1200	Transaction Expired	Online
0117087892293293	892293		PEN	60.00	03/28/2017 12:14:10 PM	03/28/2017 12:14:04 PM		Test-003	Transaction Expired	Online
0117087891905705	12345678		PEN	50.00	03/28/2017 12:02:14 PM	03/28/2017 12:02:07 PM		Test-000003	Transaction Expired	Cash
0117087891187787	891187		USD	25.00	03/28/2017 11:42:37 AM	03/28/2017 11:42:27 AM		Test-000001	Transaction Expired	Cash
01170878905590380	895580		CLP	1200.00	03/28/2017	03/28/2017		1200	Purchase	Online

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All the transactions and their statuses can be seen in the **Account Activity** option.

Available filters:

### 1. Status

Purchase Pending, Complete, Notification Confirmed to merchant, etc.

### 2. Period

Today, Current Week, Current Month, Custom.

### 3. Other Filters

Transaction ID, Operation ID, Order Number.

# Main Transaction Statuses

## Purchase Pending

An **Active** transaction pending payment and not yet expired

## Purchase Complete

Transaction **Paid** successfully

## Notification Confirmed

Paid Transaction successfully **Notified** to merchant (Email or WS)

## Refund Requested

**Refund** requested by merchant

## Refund Approved

**Refund** credited to client and discounted from next settlement

## Transaction Expired

**Expired** transaction that will not be available for payment

## Claim Requested

**Claim** to SafetyPay to void a payment (Fraud, Bank Claim)

## Claim Approved

**Claim** approved from both SafetyPay & Merchant and discounted from next settlement



# 1.- Operations

## 1.2- Operations

Account Activity

Operations

Reports

Operations Activity

Select your Account:

USD XXXXXXXXXXX1234

Period:

Custom

From Date:

03/31/2017

To Date:

04/03/2017

Operation Type:

All types

Status:

All Status

Search

\*Merchant's Local Time (GMT -5)

Type	Date *	Reference No	Trans ID	Order No	Amount	Commission	Tax	Net Amount	Status	
01	03/31/2017 5:34:29 PM	0117090997820220	997820	--	100.87	*	*	*	Expired	Details
01	03/31/2017 4:19:28 PM	0117090995513313	995513	--	1.00	*	*	*	Expired	Details
01	03/31/2017 4:16:22 PM	0117090995418218	995418	--	300.00	*	*	*	Expired	Details
01	03/31/2017 3:46:40 PM	0117090994469899	994469	--	4242424.00	*	*	*	Expired	Details
01	03/31/2017 12:22:29 PM	0117090987627427	987627	--	23.00	*	*	*	Expired	Details
01	03/31/2017 12:09:53 PM	0117090987160780	987180	--	34.00	*	*	*	Expired	Details
01	03/31/2017 10:24:19 AM	0117090983079879	983079	--	43.00	*	*	*	Expired	Details
01	03/31/2017 7:43:02 AM	0117090978251651	978251	--	11000.00	*	*	*	Expired	Details
01	03/31/2017 6:56:22 AM	0117090977498888	977498	--	8000.00	*	*	*	Expired	Details
01	03/31/2017 6:49:16 AM	0117090977382582	977382	--	2500.00	*	*	*	Expired	Details
01	03/31/2017 6:28:15 AM	0117090977108308	977108	--	3500.00	*	*	*	Expired	Details

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**Operations** provides a detail account report with the option to filter by the following valuesL:

## 1. Account

## Merchant's settlement account

## 2. Period

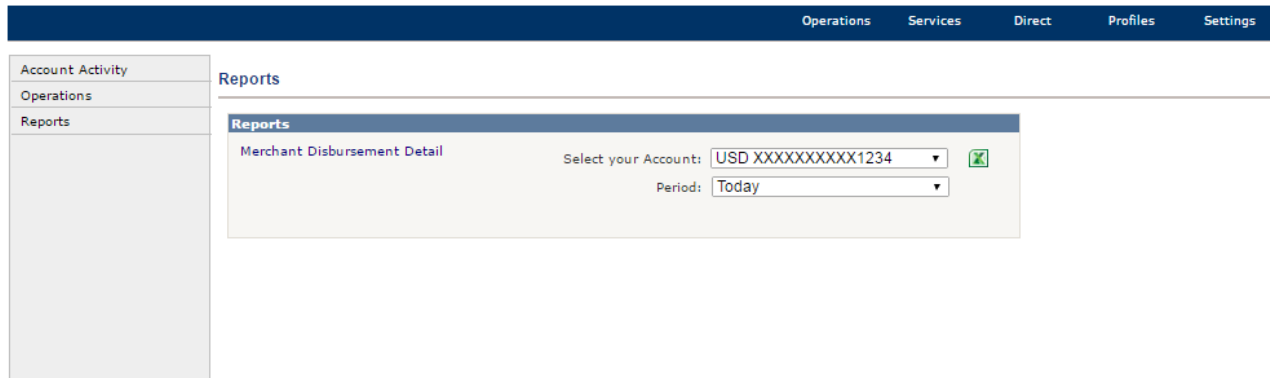
Today, Current Week, Current Month, Custom

### 3. Operation Type and Status

## Sales, Refund, Claims and Status of the operation

# 1.- Operations

## 1.3- Reports



The screenshot shows the SafetyPay web interface. At the top is a dark blue navigation bar with links: Operations, Services, Direct, Profiles, and Settings. On the left is a sidebar with a menu containing 'Account Activity', 'Operations', and 'Reports'. The 'Reports' section is active, displaying a 'Reports' header and a 'Merchant Disbursement Detail' form. The form includes a 'Select your Account:' dropdown menu with 'USD XXXXXXXXXXX1234' selected, a 'Period:' dropdown menu with 'Today' selected, and a green export icon to the right of the account dropdown.

**Reports** provides a detailed settlement report by bank account with the ability to export the report into an Excel.

Available filters:

### 1. Account

Bank account where SafetyPay pays the merchant.

### 2. Period

Today, Current Week, Current Month, Custom.

# Settlement Report Structure

Payment  
Date (GMT)

SafetyPay  
Reference No

Shopper's  
Payment  
Code

Payment  
Country (if  
applies)

Merchant's  
Reference  
No

Merchant's  
Reference # 2 (if  
applicable)

Net amount  
to pay to  
merchant

	Date (GMT)	Reference No	Trans ID	Country	Reservation Number	Order No	Amount	Commission	Tax	Net Amount	
<b>Total Deposit</b>	<b>4/1/2017 5:44 AM</b>	<b>MS17091648196626</b>					<b>2,061.35</b>	<b>32.31</b>	<b>5.81</b>	<b>2,023.23</b>	<b>Completed</b>
1	3/31/2017 9:30 PM	0117090993949349	993949		121994193		80.17	3.00	0.54	76.63	Sales
2	3/31/2017 6:38 PM	0117090986587187	986587		333132932		306.11	3.36	0.61	302.14	Sales
3	3/31/2017 6:15 PM	0117090989504704	989504		341161153		721.67	7.94	1.43	712.30	Sales
4	3/31/2017 5:38 PM	0117090985244444	985244		129291598		158.45	3.00	0.54	154.91	Sales
5	3/31/2017 5:02 PM	0117090985010210	985010		848244794		78.99	3.00	0.54	75.45	Sales
6	3/31/2017 7:12 PM	0117090988053853	988053		416903592		108.05	3.00	0.54	104.51	Sales
7	3/31/2017 7:07 PM	0117090989165365	989165		878473069		250.11	3.00	0.54	246.57	Sales
8	3/31/2017 6:18 PM	0117090983419219	983419		623446899		199.35	3.00	0.54	195.81	Sales
9	3/31/2017 5:38 PM	0117090986430830	986430		149904347		158.45	3.00	0.54	154.91	Sales
<b>Total Deposit</b>	<b>4/2/2017 5:44 AM</b>	<b>MS17091128370501</b>					<b>367.11</b>	<b>6.04</b>	<b>1.09</b>	<b>359.98</b>	<b>Completed</b>
1	4/1/2017 7:07 PM	011709			9537		90.79	3.00	0.54	87.25	Sales
2	4/2/2017 4:21 AM	011709			0577		276.32	3.04	0.55	272.73	Sales

Daily Schedule of payments according  
to contract (48hrs minimum)

Sales  
Amount

SP  
Commission

Country's  
Tax

Operation's  
Type



## 2.- Services

### 2.1- Refunds Step 1

Refunds  
Token Express

OperationsServicesDirectProfilesSettings

Merchant Refund Process - STEP 1

This is the initial process to begin a refund to a customer, the complete process may take 24 to 48 hours. When the process is completed, the amount will be deducted from your account and transferred to our affiliated bank who will process the payment and complete the refund.  
Set a Date Range to review and select the transaction desired:

From Date: 04/03/2017

Transaction ID:

Reservation Number:

To Date: 04/03/2017

Operation ID:

Order No:

Search

	Reference No	ProcessDate (GMT)	Trans Id	Order No	Reservation Number	Currency	Amount
Select	0117093786080480	04/03/2017 5:21:52 AM	786080	--	RM-0001	USD	50.00

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Next Step

**Refunds** allows the merchant to request a partial or total refund. You must first select the paid transaction that requires a refund.

Available filters:

#### 1. Date

From Date – To Date

#### 2. Transaction ID

Shopper's Payment Code

#### 3. Reservation Number

Shopper's Reference (Reservation, Order, Reference)

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## 2.1- Refunds – Step 2

Refunds

Token Express

Operations

Services

Direct

Profiles

Settings

Merchant Refund Process - STEP 2

Transaction Details

Reference No: 0117093786080480

ProcessDate (GMT): 04/03/2017 5:21:52 AM

Transaction Id: 786080

Reservation Number: RM-0001

Currency: USD

Amount: 50.00

Bank Payment Name: SafetyPay Direct Bank

Bank Payment Country: Spain, Spanish State

Previous Refunds

Reference No	ProcessDate (GMT)	Currency	Amount
No records to display.			

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Next Step

**Step 2** provides details of the operation (Bank, Amount, Currency, Payment Code and Payment Country)

Previous **Partial Refunds** (if any) will also be displayed.

Once the operation is confirmed, continue with **Next Step**.

## 2.1 Refunds – Step 3

**Step 3** requires additional information (Total/Partial Refund, Amount of Refund, Shopper Email, Phone and Reason for the refund). Once this step is confirmed, SafetyPay automatically sends an email to the shopper requesting additional information to process and complete the refund. The processing time takes approximately 3-5 business days.

The screenshot shows a refund form with the following fields and annotations:

- Total or Partial Refund:** Radio buttons for ☒ Total and ☐ Partial.
- Amount to Refund (Sales Currency):** Text input field for "Returned amount:" with the value "0.00".
- Refund Reference No (If applies):** Text input field for "Merchant Refund ID:".
- Shopper's Email (Sends Form):** Text input field for "Shopper e-mail:" with an asterisk (\*) and a note: "An automatic email will be sent to the shopper to confirm his/her data".
- Shopper's Telephone number:** Text input field for "Contact Phone:".
- Reason for the refund:** Dropdown menu for "Reason:" with the selected option "Product damaged on transit" and an asterisk (\*).
- Additional comments for SafetyPay about the refund:** Text area for "Comments:".
- Confirm:** A button at the bottom of the form.

## 3.- Profiles

In the Profiles menu there's a collection of configuration options for the account. They are available only for the Administrator. These options are:

### General Information

Profile and Account Information

### Bank Accounts

Payment **Accounts** for settlement

### Notifications

Configuration for payment **Notifications** (URL and/or email)

### Credentials

**Technical (API)** Credentials to generate transactions

### Branding

Merchant's **Logo** (GIF, JPG, PNG)

### 3. Settings

In the Settings menu there are two options. **Change Password** will let you reset the password of the current user. The option **Users** lets the Administrator create users, edit users and reset passwords.

**Change Password**

**Users**

## 3.1 Users

Operations Services Direct Profiles Settings

### Users Management

UserName:  First Name:   
Last Name:  Status: ☐ Inactive ☒ Active

\* Required Fields

☒ Add new user

	First Name	Last Name	UserName	Profile	Active	
<input checked="" type="checkbox"/>	M_TEST	M_TEST	M_TEST	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Antonio	Rolando	arolando@safetypay.com	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Ralf	Ohlhausen	rohlhausen@safetypay.com	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Juan	Siesquen	jsiesquen@safetypay.com	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="checkbox"/>	Frank	Breuss	fbreuss@safetypay.com	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Page size: 5  32 items in 7 pages

Add New User

Edit user

Search for a specific user using Filters

Select user to reset the password

Reset password for selected users



## 3.1 Users – Add new User

When selecting **Add New User** a window will be displayed requiring new user information.

\* Required Fields

The screenshot shows a web form titled "Add new user" with a table header containing "First Name", "Last Name", "UserName", "Profile", and "Active". Below the header, the form fields are as follows:

- First Name:** A text input field with a red asterisk indicating it is required.
- Last Name:** A text input field with a red asterisk indicating it is required.
- UserName:** A text input field with a red asterisk indicating it is required. A callout points to this field stating: "It has to be an email address that hasn't been previously registered".
- Profile:** A dropdown menu currently showing "Administrator MMS" with a red asterisk indicating it is required. A callout points to this field stating: "Select the profile for the new user: Administrator, Operator, Operation Consult".
- Active:** A checkbox. A callout points to this field stating: "Check this box to activate the account".


It has to be an email address that hasn't been previously registered

Select the profile for the new user: Administrator, Operator, Operation Consult

Check this box to activate the account

## 3.1 Users – Edit User

When clicking the pencil, a window will be displayed to allow editing the user information, except for the UserName.

	First Name	Last Name	UserName	Profile	Active	
	M_TEST	M_TEST	M_TEST	Administrator MMS	<input checked="" type="checkbox"/>	<input type="checkbox"/>

First Name:  \*

Last Name:  \*

UserName:  \*

Profile:  \*

Active: ☒

☒ ☐

The First name and Last name can be edited

The profile associated can be changed

Confirm/Cancel changes